

MANAGEMENT EMPLOYMENT OPPORTUNITY

CITY OF
LONG BEACH



BUSINESS OPERATIONS SUPERINTENDENT

FINANCIAL MANAGEMENT DEPARTMENT

TOWING AND LIEN SALES - FLEET SERVICES BUREAU

The City of Long Beach is seeking an innovative, creative and strategic leader dedicated to the efficient administration of the City's Business Operations Superintendent in charge of towing and lien sales.



THE COMMUNITY

Ideally located on the Pacific Ocean south of Los Angeles, adjacent to Orange County, the City of Long Beach, California (population 490,566) is frequently described as a series of strong, diverse interwoven smaller communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen

Mary and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions (two historic ranchos, three marinas, and five golf courses), serve to draw 5.5 million visitors a year. The City is also home to California State University, Long Beach and Long Beach City College. Cal State Long Beach is the second largest university in the state and was recently ranked the No. 3 best-value public college in the nation. Serving the K-12 student population, the Long Beach Unified School District consistently ranks among the Top 10 urban school districts in the country. Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade, and professional services comprising the highest representation. Known for its livable and desirable neighborhoods, America's Promise Alliance named Long Beach as one of the 100 Best Communities for Young People two years in a row. While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its growth. Long Beach is the seventh largest city in California, and has been referred to as the "most diverse city" in the country by USA Today. A superb climate, quality schools, a vibrant downtown, and a wide variety of neighborhoods help make Long Beach one of the most livable communities in the country.

CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district. The Mayor is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. Elected officials are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager to oversee the administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission. In addition to its traditional services, Long Beach maintains one of the world's busiest seaports, which serves as a leading gateway for international trade. The City also has its own full-service commercial airport, a Gas & Oil Department and is one of only three cities in California with its own Health Department. Long Beach is supported by a total FY2016 budget of approximately \$2.7 billion, with the General Fund budget totaling \$427 million. More than 5,800 full and part-time employees support municipal operations with the majority being represented by nine employee associations.



THE POSITION

The Business Operations Superintendent is responsible for providing management of the City's Towing and Lien Sales Division. Through management of the City's towing program, the superintendent supports the City's law enforcement personnel, including the Police Department, Parking and Code Enforcement. This is a 24-hour per day, 7-day per week operation, and is one of the few municipally managed towing operations in the country. It is an at-will position, reporting to the Fleet Services Bureau Manager in the Department of Financial Management. The successful candidate will need excellent business skills in addition to the ability to manage busy daily operations in a constantly fluctuating environment.

THE BUREAU & DIVISION

The Fleet Towing and Lien Sales Division is one of four divisions within the Fleet Services Bureau: Fleet Operations, Fleet Acquisition, Fleet Maintenance and Towing/Lien Sales. The Bureau has 114 positions and an FY 2016 budget of over \$51 million. The Business Operations Superintendent directly supervises 28 employees and coordination of towing services with law enforcement and lien sales for unclaimed property. The Division has a mix of field staff who tow vehicles at the direction of law enforcement personnel and office staff who provide customer service to residents regarding their towed vehicles.

EXAMPLES OF DUTIES

- Plans, directs and coordinates the City's towing and lien sales program, establishing performance goals and standards for both City personnel and contractors
- Manages the business operations of a division with an annual operating budget of \$5.7 million
- Oversees a total of 28 staff in providing towing services for City of Long Beach law enforcement personnel, lien sales of unclaimed vehicles and equipment, return of vehicles and property to the public when fines are paid, incident and damage claim reporting, vehicle inventory, and property and grounds of the towing facility
- Conducts research and financial modeling to support determination of appropriate fees, policies and procedures to ensure effective and efficient operations, and revenue generating opportunities
- Provides support services for City of Long Beach events, City vehicle towing, and other operations as requested
- Ensures driver compliance with Department of Transportation requirements, safety training and maintenance of operating equipment
- Oversees a bi-weekly public auction event to liquidate unclaimed vehicles and police property
- Oversees the operation of a fleet of ten tow trucks, two fork-lifts, and various other equipment
- Responds to council complaints and customer service issues
- Works directly with law enforcement personnel to safeguard and process police evidence.
- Manages contract providers of towing service to supplement City staff as needed

CHALLENGES AND OPPORTUNITIES

The Bureau's Towing and Lien Sale Division requires an astute manager that can adapt to changing conditions within the City of Long Beach, particularly with respect to market demands and their effect on the towing industry. Financial modeling of business practices coupled with constructive working relationships with other departments is key to anticipating how changes will impact towing and lien sale operations. The City is currently upgrading many of its computer systems for financial and personnel management. The computer software for managing the dispatch, towing, vehicle inventory, and lien sale operations will also be upgraded in the near future. Utilizing management reports and analysis for performance, trending, and interface with other City systems will be necessary to ensure the success of the Towing and Lien Sale Division. Personnel development, recognition, and accountability are all areas where future improvements will be focused.

MINIMUM REQUIREMENTS

1. Graduation from an accredited college or university with a Bachelor's Degree in a field related to the position (e.g. Public Administration, Business Administration, Service Industry Management) or a closely related field. Candidates may substitute experience for the education requirement on a year-for-year basis; **AND**
2. Five years of progressively responsible professional, administrative and leadership experience performing work in an organization where he/she managed field operations in the service industry that required higher level financial skills to ensure staffing and business goals are met; at least two years of the experience must have been managing field and office staff. The successful candidates will have strong oral/written communication skills and financial/business management expertise; proficiency with budget implementation and management, cash handling operations, and experience managing a 24-hour service operation in a customer service environment. Familiarity with fleet operations, California Department of Transportation requirements for towing operations, and applicable towing and lien sales vehicle codes is desired but not required.
3. California Class "C" Driver's License is required.

SALARY + BENEFITS

The salary for this position is **\$76,000 to \$114,000**; initial salary appointment will be made based on the candidate's experience and background. The City's compensation package also encompasses an attractive benefits package that includes:

- **Retirement** – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPRRA, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- **Vacation** – 12 days (96 hours) after one year of service; 15 days (120 hours) after four years, six months of service; 20 days (160 hours) after 19 years, six months of service.
- **Executive Leave** – Forty (40) hours per year.
- **Sick Leave** – One day (8 hours) earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- **Holidays** – Nine designated holidays per year, plus four floating personal holidays (8 hours per holiday).
- **Monthly Transportation Allowance**
- **Health Insurance** – Two plans are available: one HMO, and one PPO plan. The City pays major portion of the premium for employee and dependents.
- **Dental Insurance** – Two dental plans are available for employees and dependents.
- **Life Insurance** – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.
- **Disability** – City-paid short-term and long-term disability insurance.
- **Management Physical** – Annual City-paid physical examination.
- **Deferred Compensation** – Available through ICMA Retirement Corporation.

APPLICATION PROCESS

This recruitment will close at **4:30 p.m. on Friday, April 1, 2016**. To be considered for this opportunity, applicants must submit an online application, including resume and cover letter that reflect the scope and level of their current/most recent positions and responsibilities, including salary history. Online applications can be filed at <http://www.longbeach.gov/hr/jobs/employment-opportunities/>

Candidates must also complete the online supplemental questionnaire.

Following the close of filing, applications will be reviewed and those candidates determined to be the best qualified will be invited to participate in the selection process which will include an oral interview by a selection panel. The selected candidate will be required to undergo a thorough background and reference check. Incomplete applications or candidates who clearly do not meet the minimum requirements of the position will not be considered.

EQUAL OPPORTUNITY

The City of Long Beach is an Equal Employment Opportunity Employer and Values and Encourages Diversity in its Workforce.

SUPPLEMENTAL QUESTIONNAIRE

Please submit your written response to the following questions in PDF format. Responses are to be no more than two pages per question. Please include your name on all information submitted. The responses submitted will be used as part of the evaluation and selection process for the Fleet Towing Superintendent position.

PLEASE INCLUDE YOUR NAME ON EACH PAGE.

- Describe your experience managing a business or service operation. Include the size of the operation (FTEs), the scope of your duties, any significant computer applications used and their purpose, your experience with contract management, and your experience with budgeting and billing systems.

- Which computer programs are you proficient in using (intermediate or advanced user)? Check all that apply.
 - ☐ Microsoft Word
 - ☐ Microsoft Excel
 - ☐ Microsoft Outlook
 - ☐ Microsoft PowerPoint
 - ☐ Microsoft Access
 - ☐ Microsoft Project

- Please describe your experience managing and/or providing customer service, including what you find rewarding and challenging about this work. Describe your strategy to achieve maximum customer satisfaction.

- What are the key motivators that excite you to perform at your very best? It's important that a job and organization be able to provide the right motivators to new hires so that they can excel. Help us understand what motivates you by listing your key motivators in descending order below.